



**WORKS Workflow**  
**Accountholder Instructions**  
**Department of Health and Hospitals**  
**Office of Payment Management - Travel Section**

This guide provides information needed for an accountholder to manage transactions. Within this guide, you will learn how to:

- Allocate or edit a transaction and enter a description
- Sign off on a transaction
- Dispute a transaction
- Remove a flag on a transaction
- View the Authorization Log

Each of the above topics includes step-by-step instructions for performing a specific task. You can review all of the tasks in this guide or review the task that is specific to your interest.

**Allocate or Edit a Transaction and Enter a Description**

**Procedure:**

1. On the **Home Page** under **Action Items>Current Status**, click on the **Pending** link.

Action Items				
Action	Acting As	Count	Type	Current Status
Close	Accountant	18	Transaction	<a href="#">Open</a>
Sweep	Accountant	238	Transaction	<a href="#">Pending</a>
Sign Off	Accountholder	13	Transaction	<a href="#">Pending</a>
3 items				
Show 10 per page				
Page: 1 of 1				

These are the transactions ready for accountholder or approver sign off.

2. Click the desired **Document** number. A menu displays.

The screenshot shows the 'Transactions - Accountant' window. At the top, there are buttons for '>>', 'Pending Sign Off', 'Open', and 'Ready to Bat'. Below these is a table with columns: Document, Account ID, and Sign Off. Two transactions are listed: TXN00334289 (Account ID 5049, Sign Off AH APR) and TXN00335617 (Account ID 6160, Sign Off AH APR). A context menu is open for TXN00334289, showing options: View Full Details, Allocate / Edit, Close, Dispute, and Raise Flag.

3. Select **View Full Details**. The **Transaction Detail** screen displays.

The screenshot shows the 'Transaction Detail' screen for TXN00374077. The top bar shows the transaction ID and 'Source Amount: 627.92 USD'. The main area displays transaction details: Purchase Amount: 627.92, Post Date: 11/21/2013, Vendor Name: MCLELLANDS INC SADDLERY, MCC: 5999 (MISCELLANEOUS AND SPECIALTY RETAIL STORES), Allocation Variance: 0.00, Comp | Val | Auth: ✓ | ✓ | ✓, Sign Off History: AH APR. Below this is a tabbed interface with 'Transaction', 'Allocation & Detail', 'Dispute', and 'Receipts'. The 'Transaction' tab is active, showing Bank Transaction #: 24493983324207528100119, Purchase ID: 0003510011, CRI Reference: 973, Vendor ID: 329288510996, Vendor Address: FL, 33460, Account Nickname: LARRY SANCHEZ, Account ID: 3043, and Accountholder: Sanchez, Larry. There is an 'Add Comment' button at the bottom right.

4. Select the **Allocation & Detail** tab.

The screenshot shows the 'Allocation & Detail' tab selected. The top bar remains the same. The main area displays the 'Allocation' section with a table showing the purchase amount and allocation details. The table has columns: Comp | Val | Auth, Amount, Description, GL01: Transaction Code, GL02: Expense Code, GL03: PO Header, GL04: Purchase Order, and Category. One allocation is shown: 627.92 for 'Western Tack and Equipment' with GL01: AA 3 23290, GL02: 3660, GL03: PO#, GL04: D4253209, and Category: (unspecified). Below the table are buttons for 'Remove', 'Add', and 'Duplicate'. The 'Reference & Tax' section is also visible, showing a table with columns: Reference, Tax Status, Goods & Services, Tax Total, Use Tax, and Shipping ZIP. The table shows 'Sales Tax Included' with a tax total of 0.00 and a shipping ZIP of 74078-5070. There is an 'Adjust Amount' checkbox. At the bottom right is a 'Save' button.

5. Select the **Allocation & Detail** tab, edit, if applicable. Enter codes in the following fields to identify how the segment will be allocated
  - GL01: Fund/Agency/Organization
  - GL02: Activity
  - GL03: Object
  - GL04: Sub-Object
  - GL05: Agency/Reporting Category
6. To add additional lines of funding, click on the **Add** button and choose how many additional lines you need.

7. Fill in the amount, description, account number, and coding for the additional lines of funding.

8. Click **Save**.
9. In the upper right corner of the **Allocation & Detail** tab, click on the **Actions** drop down menu.

TXN00378551 Source Amount: 21.75 USD Actions

Purchase Amount: 21.75 Allocation Variance: 0.00  
Post Date: 12/09/2013 Comp | Val | Auth: ✓ | ✓ | ✓  
Vendor Name: ICL TELECON IC Sign Off History: [Alt](#)  
MCC: 5969 (DIRCT MARKETING/DIRCT MARKETERS--NOT ELSEWHERE CLASSIFIED)

Transaction Allocation & Detail Dispute Receipts

Bank Transaction #: 24692163340000520696737 Account Nickname: GLYNNA WORLEY  
CRI Reference: Account ID: [7411](#)  
Vendor ID: [724740000701573](#) Accountholder: [Worley, Glynna](#)  
Vendor Address: GA, 31833

Comments [Add Comment](#)

10. Click **Sign Off**. The **Confirm Sign Off** screen displays enter a description of the transaction.

Confirm Sign Off

Sign off 1 transaction(s).

Comments:

OK Cancel

11. Click **OK**.
12. This completes the procedure.

## Dispute a Transaction

### NOTE:

- Accountholders will only be able to dispute their transactions
- Approvers will only be able to dispute for accountholders they have been assigned to approve.







### Procedure:

To dispute a transaction, complete the following:

1. On the **Home Page** under **Action Items>Sign Off>Current Status**, click on the **Pending** link.

Action Items				
Action	Acting As	Count	Type	Current Status
Close	Accountant	18	Transaction	<a href="#">Open</a>
Sweep	Accountant	238	Transaction	<a href="#">Pending</a>
Sign Off	Accountholder	13	Transaction	<a href="#">Pending</a>
3 items				
Show 10 per page				
Page: 1 of 1				

2. Click the desired **Document** number. A drop-down menu displays.

Transactions - Accountholder											
>> Pending Sign Off Signed Off Flagged All											
Clear Filters Columns											
	Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Accountholder	Purchase Amount	Vendor	Comp/Vall/Auth	Allocation	Amount Allocated
<input type="checkbox"/>	TXN00337900	3163	none	08/05/2013	08/01/2013	Eharis_Kristy	244.00	SPORTS BUSINESS JOURNAL	✓ I ✓ I ✓	AA 3 23030-3300 PO#:	244.00
<input type="checkbox"/>	TXN00340129	3163	none	08/12/2013	08/08/2013	Eharis_Kristy	89.95	U-HAUL STILLWATER	✓ I ✓ I ✓	AA 3 23030-8071 PO#:	89.95
<input type="checkbox"/>	TXN00340417	3163	none	08/13/2013	08/12/2013	Eharis_Kristy	64.50	DEARINGER PRINTING & TROP	✓ I ✓ I ✓	AA 3 23030-3030 PO#:	64.50
<input type="checkbox"/>	 View Full Details			08/14/2013	08/14/2013	Eharis_Kristy	11.25	COLLEGEBOARD SAT ONLN	✓ I ✓ I ✓	AA 3 23030-5520 PO#:	11.25
<input type="checkbox"/>	 Allocate / Edit			08/14/2013	08/12/2013	Eharis_Kristy	149.00	B&C BUSINESS PRODUCTS	✓ I ✓ I ✓	AA 3 23030-8200 PO#:	149.00
<input type="checkbox"/>	 Sign Off			08/14/2013	08/13/2013	Eharis_Kristy	1,658.00	UNISOURCE-SOUTHWEST	✓ I ✓ I ✓	AA 3 23030-3030 PO#:	1,658.00
<input type="checkbox"/>	 Dispute			08/14/2013	08/13/2013	Eharis_Kristy	3,549.00	JOSTENS AR-USD	✓ I ✓ I ✓	AA 3 23030-3030 PO#:	3,549.00
<input type="checkbox"/>	 Retry Automatch			08/15/2013	08/14/2013	Eharis_Kristy	270.00	GETTY IMAGES	✓ I ✓ I ✓	AA 3 23030-3010 PO#:	270.00
<input type="checkbox"/>	 Add to Expense Report			08/19/2013	08/16/2013	Eharis_Kristy	1,240.46	B&C BUSINESS PRODUCTS	✓ I ✓ I ✓	AA 3 23030-8200 PO#:	1,240.46
<input type="checkbox"/>				08/19/2013	08/16/2013	Eharis_Kristy	94.45	J D YOUNG COMPANY	✓ I ✓ I ✓	AA 3 23030-3030 PO#:	94.45
0 Selected   12 items											
Show 10 per page											
Page: 1 of 2											
Retry Automatch Mass Allocate Add to Expense Report Attach Sign Off											

3. Click **Dispute**. The **Dispute Transaction** screen displays.

**Dispute Transaction**

Your company should first make good faith efforts to settle a claim or dispute for purchases directly with the merchant. If assistance from the bank is required, please complete this form and provide any required documentation within 60 days from the billing close date.

Bank of America - Commercial Card Services Operations  
PO Box 53101  
Phoenix, AZ 85072-3101  
Phone: 800-873-1044 Fax: 888-878-8048

**Transaction Details**

Account Nickname: KRISTY EHARIS      Billing Close Date: 08/20/2013  
Account ID: 3163      Purchase Date: 08/13/2013  
Accountholder: Eharis, Kristy      Reference Number:  
Phone: (405) 744-7088      Vendor Information: DEARINGER PRINTING & TROP  
405-3725503, OK 74074

**Dispute Details**

Posted Amount: 64.50  
Dispute Amount: 64.50  
Reason for Dispute: Select  
Comments:

☐ I have examined the charge(s) made to my account and wish to dispute the transaction.

OK Cancel

4. Enter the **Dispute Amount**, if different from the purchase total.
5. Select the **Reason for Dispute** from the drop-down menu.  
**Note:** Depending on the **Reason for Dispute**, additional information may be required.
6. Enter **Comments**, if desired.
7. Select the **I have examined the charge(s) made to my account and wish to dispute the transaction** check box.

8. Click **OK**. The screen displays a confirmation message.
9. This completes the procedure.
10. NOTE: You must inform your agency LaCarte Program Administrators that you have a dispute

### **Remove Flag**

To remove a flag, complete the following:

1. On the **Home Page** under **Action Items>Current Status**, click on the **Flagged** link.

Action Items				
Action	Acting As	Count	Type	Current Status
	Accountant	1	Transaction	<a href="#">Flagged</a>
Close	Accountant	17	Transaction	<a href="#">Open</a>
Sweep	Accountant	237	Transaction	<a href="#">Pending</a>
Sign Off	Accountholder	13	Transaction	<a href="#">Pending</a>
4 items		Show 10 per page	Page: 1 of 1	

2. Select the check box for the **Document** you wish to “un-flag.” The action buttons at the bottom of the screen become enabled.

Transactions - Accountant											
>>		Pending Sign Off	Open	Ready to Batch	Flagged	All	Clear Filters				
	Document	Account ID	Sign Off	Date Posted	Date Purchased	Primary Accountholder	Purchase Amount	Vendor	Comp[Val]Auth	Allocation	Amount Allocated
<input checked="" type="checkbox"/>	TXN0035617	6160	AH APR	07/29/2013	07/26/2013	Gerli Todd	3,582.00	TELVENT	✓   ✓   ✓	AA 3 23050-8200 PO#: 251778	3,582.00

1 Selected | 1 Item

Show 10 per page

Page: 1 of 1

[Remove Flag](#)

3. Click **Remove Flag**. The **Confirm Remove Flag** window displays.



The image shows a Windows-style dialog box titled "Confirm Remove Flag". The dialog has a blue title bar with a close button (X) in the top right corner. The main content area contains the text "Remove flag on 1 transaction(s)." followed by a label "Comments:" and a large, empty rectangular text box for input. At the bottom right of the dialog, there are two buttons: "OK" and "Cancel". A small icon of a hand with a pointing finger is located in the bottom right corner of the dialog box.

4. Enter a **Comment**. You will not be able to remove the flag unless you enter a comment.
5. Click **OK**.
6. This completes the procedure.



## VIEW AUTHORIZATION LOG

The Authorization Log allows you to see transactions that have been approved by the bank but have not yet posted to Works; if a transaction was declined, the reason why is shown.

1. On the **Home Page, Accounts Dashboard**, click on the last 4 digits of your account ID.

**NOTE: The Accounts Dashboard also lists your credit limit, balance, and available credit. This is useful information easily referenced on the Works Home Page.**

Accounts Dashboard					
In Scope					
Account Name	Account ID	Credit Limit	Current Balance	Available Credit	% of Credit Limit Used
KRISTY EHARIS	<a href="#">3163</a>	30,000.00	17,405.19	12,594.81	58%
1 item					
Show 10 per page			Page: 1 of 1		

2. Click on the **Actions** link in the upper right corner.

KRISTY EHARIS (3163)		Actions
Account Summary		
Account Nickname: KRISTY EHARIS	Available Credit: 12,594.81	
Account ID: 3163	Current Balance: 17,405.19	
Primary Accountholder: <a href="#">Eharis, Kristy</a>		
Spend Control Profile	Account	Accountholders

3. Click **View Auth Log**.

KRISTY EHARIS (3163)		Actions
Account Summary		<a href="#">View Auth Log</a>
Account Nickname: KRISTY EHARIS	Available Credit: 12,594.81	
Account ID: 3163	Current Balance: 17,405.19	
Primary Accountholder: <a href="#">Eharis, Kristy</a>		

4. The next screen will be your **Authorization Log**.

Authorization Log - KRISTY EHARIS (3163)							
Current Balance: 17,405.19		ATM Cash Limit: 0.00		Available Funds: 8,923.00			
Date	Merchant Name	MCC	Amount	Result	Auth/Decline Code	Decline Reason	Amount Avail Before Auth
08/19/13 15:12:13 EDT	GILMAN GEAR	5046	\$3,671.39	Authorized	063922		
08/15/13 11:51:01 EDT	BERTREM PRODUCTS	5085	\$4,850.00	Authorized	030297		